

STATE OF CALIFORNIA  
CALIFORNIA DEPARTMENT OF AGING  
**DUTY STATEMENT**  
CDA 9003 (REV 04/2021)



See CDA 9003-I for Instructions	
<b>1. INCUMBENT</b> VACANT	<b>2. EFFECTIVE DATE (MM/DD/YYYY)</b> TBD
<b>3. DIVISION</b> Division of Home and Community Living	<b>4. UNIT NAME</b> Older Adults Programs Branch - Supportive Services Bureau
<b>5. CLASSIFICATION</b> Staff Services Manager II (Supervisory)	<b>6. POSITION NUMBER</b> 797-722-4801-001

**7. SUPERVISOR'S STATEMENT:** *I CERTIFY THAT THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION.*

<b>SUPERVISOR'S NAME (Print)</b> Nakia Thierry	<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
---	-------------------------------	-------------

**8. EMPLOYEE'S STATEMENT:** *I HAVE READ THIS DUTY STATEMENT AND AGREE THAT IT ACCURATELY REPRESENTS THE DUTIES I AM ASSIGNED.*

<b>EMPLOYEE'S NAME (Print)</b>	<b>EMPLOYEE'S SIGNATURE</b>	<b>DATE</b>
--------------------------------	-----------------------------	-------------

**You are a valued member of the department's team. All CDA employees are expected to work cooperatively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA, and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.**

<p><b>9. DESCRIPTION</b></p> <p>Under the general direction of the Older Adult Programs Branch Chief (Staff Services Manager III) within the Division of Home and Community Living (DHCL), the Staff Services Manager II (SSM II) is the Supportive Services Bureau (SSB) Chief with management oversight of the planning, policy, supervision and implementation for a broad range of community-based programs and grants authorized under the federal Older Americans Act (OAA), the Administration on Community Living (ACL), and other federal funding entities. The community-based programs and grants are operated and administered at the local level by 33 local Area Agencies on Aging (AAAs) and serve older adults, adults with disabilities, and family caregivers throughout the state. The SSB Chief is responsible for the management and oversight of programs and grants which include but are not limited to the following: Title IIIB (OAA Supportive Services), Title IIIE (Family Caregiver Support Programs), and Title V (Senior Community Services Employment Program).</p> <p>The Bureau Chief's responsibilities include: development, implementation, and dissemination of policies, procedures, and regulations governing the programs and grants within the Bureau; ensuring the provision, contract management, and delivery of training and technical assistance to the AAA partners; collaborating with the AAAs and other stakeholders to continually improve the programs within the Supportive Services Bureau; and having direct supervision report of unit and program managers (Staff Services Manager Is-Supervisory and Non-Supervisory) within the SSB.</p>
---

Additionally, the Bureau Chief indirectly supervises analysts/specialists, and technicians within the SSB.

**Essential Functions:**

**40% Program Operations**

- In collaboration with the AAAs and other aging and disability stakeholders, strengthen and expand California's supportive services programs in accordance with the objectives and strategies described in the Master Plan for Aging (MPA), the OAA State Plan, and the CDA Strategic Plan. Ensure that the supportive services programs have a strong focus on equity, are person-centered, data driven, and outcome-based. Share best program practices from other states and recommendations from program stakeholders. Encourage and facilitate peer-to-peer sharing of best practices. Frequently analyze program data to identify programmatic needs, opportunities to improve program services, and service gaps.
- Continuously monitor and update the SSB's Strategic Plan and MPA project plans and ensure that these projects/initiatives are in alignment with the MPA, the OAA State Plan, and the CDA Strategic Plan. Resolve any issues or barriers with the completion of the SSB's projects to ensure the success of the State MPA, the OAA State Plan and the CDA Strategic Plan. Provide quarterly updates to the CDA Executive Team on the progress of the SSB's projects and objectives.
- Ensure the SSB provides ongoing training and technical assistance to the AAAs on supportive services programs. Communicate frequently with AAAs on changes in SSB processes and procedures. Work collaboratively with the AAAs to resolve issues.
- Advise the DHCL management team and the CDA Executive Team on any sensitive or complex issues relating to supportive services programs.
- Represent the department at forums, meetings, and task forces involving federal, state, local stakeholders including other state and local government agencies, provider, and advocacy groups, and other stakeholders that relate to OAA Supportive Services programs.
- Serve as the liaison to the Administration for Community Living (ACL) regarding CDAs OAA Supportive Services programs. Serve as the point of contact for other federal entities, states, stakeholders, and other organizations regarding California's supportive services programs. Participate in federal and national training and/or conferences specific to supportive services programs.
- Collaborate with internal and external stakeholders, consumers, and other CDA team members to identify opportunities to streamline and strengthen SSB processes and procedures and implement process improvement initiatives utilizing effective change management techniques.
- Ensure that agreements between CDA and the AAAs, and any interagency agreements between the CDA and other departments, clearly delineate roles and responsibilities of the CDA, DHCL, SSB and the partner agencies for OAA Supportive Services programs.

### **30% Policy and Procedure Development**

- In collaboration with the AAAs, develop and implement policies, procedures, and regulations for the federal OAA Supportive Services programs and ensure their alignment with federal and state law and regulations, the MPA, the OAA State Plan and the CDA Strategic Plan.
- Actively monitor any changes to state or federal policy, regulatory or statutory changes that affect OAA Supportive Services programs. Report to the Older Adults Programs Branch Chief (SSM III) the impact of these changes as well as any recommended actions. Collaborate with CDA's Office of Legal Services (OLS) and Office of Legislative Affairs (OLA) to make any necessary changes to program policies, statute, or regulations to comply with the new changes. Work with the OLS and OLA to propose changes or amendments to proposed statutory or regulatory changes that would benefit California's supportive services programs.
- Actively communicate policy, process, regulatory and statutory changes regarding supportive services programs to the AAAs and other impacted stakeholders and/or services providers.

### **25% Leadership and Supervisory Responsibilities**

- Provide direct management to front-line managers and indirectly supervise analytical and technical specialist staff.
- Provide direction to SSB staff members on program issues and concerns.
- Hold one-on-one meetings with managers to assign, monitor, and track assignments, review work, and provide feedback on performance.
- Hold regular SSB meetings to share news and information from the Executive Team, ACL, Health and Human Services Agency, program stakeholders, review the status of SSB projects, discuss employee questions and concerns, and collaborate on solutions to team and project issues.
- Encourage team building, facilitate cross-training, and promote continuous improvement principles. Identify Bureau and individual training needs to improve performance and work products. Encourage collaboration and coordination with other CDA teams on program issues.
- Foster creative decision making and problem-solving, and give feedback to team members about work products, conduct, and team participation.
- Complete tasks related to managing the performance of assigned staff including performance appraisals, probationary reports, documentation of performance problems, and disciplinary actions.
- In collaboration with the Human Resources Branch (HRB), responsible for conducting recruitments, interviews and hiring SSB staff.
- Maintain appropriate staffing schedules and complete employee timesheets

**Marginal Functions:**

- 5% Performs other job-related duties, special assignments, and projects as required in order to fulfill the mission, goals and objectives of the Supportive Services Bureau (SSB).

**Working Conditions:**

- Statewide travel – up to 25 percent.

Revised 1/5/2023